

When does the Hotline generate a CPS report?

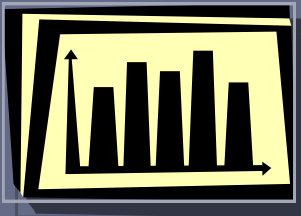
Hotline Specialists analyze the details of every allegation of child abuse or neglect. They determine if the information provided justifies accepting a CPS report based on Arizona statutes. The below questions are used to determine if an allegation meets report criteria.

1. Is the alleged victim under the age of 18?
2. Is there an allegation of child abuse or neglect meeting the legal definitions (A.R.S. § 8-201)?
3. Is the alleged perpetrator the parent, guardian or custodian of the child?
4. Is there sufficient information available to locate the child?

If the above report criteria is not met, then the Child Abuse Hotline maintains a confidential record of the information received for historical and quality assurance purposes.

Hotline Statistics:

- ♦ The Child Abuse Hotline receives more than 140,000 calls annually.
- ♦ One in every 3 calls result in a report of neglect, physical abuse, sexual abuse or emotional abuse.
- ♦ On average, 50% of communications taken by the Hotline are made by Mandated Reporters, each month.
- ♦ Every month, approximately 1,200 - 1,500 mail and fax items are received and processed by the Hotline.
- ♦ During the school year the Hotline will receive in excess of 500 phone calls per day.



Suspect Abuse? Report it NOW!



1-888-SOS-CHILD
1-888-767-2445

TDD: 602-530-1831
1-800-530-1831

www.azdes.gov



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona
Child Protective Services

Child Abuse **Hotline** **Fact Sheet**



What does the Hotline do?

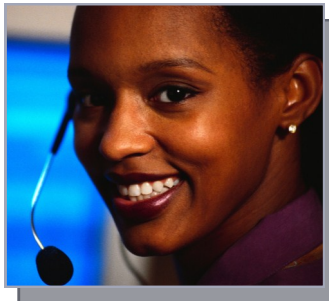
The Child Abuse Hotline is the gateway for all community concerns regarding the abuse or neglect of a child. The Hotline receives calls from individuals across the entire state. Once a call is received, a Hotline Specialist:

1. Determines if information received meets legal report criteria.
2. Assesses the response time needed to ensure child safety.
3. Assigns and notifies local field offices of new reports.
4. Informs law enforcement or other agencies if there is no CPS report and a child is unsafe.
5. Documents all concerns from a caller, whether or not a CPS report is taken.

What to provide the Hotline when calling?

Provide as much information as possible to help Hotline Specialists identify potential child safety threats. It is OKAY if some of the details are unknown. Some examples of information to provide include:

- ◆ Family demographics (name, age, and gender of the child and other family members).
- ◆ Child's address or a way to locate the child.
- ◆ The nature and extent of the concern for the child.
- ◆ The parenting and disciplinary practices.
- ◆ The child's current condition.
- ◆ Family conditions; such as, disabilities, substance abuse, or domestic violence.



Who can call the Hotline?

Any individual may call the Hotline (1-888-SOS-CHILD) to report inadequate care or inadequate protection of a child. **YOU may be a child's only advocate.** The person making a report to the Child Abuse Hotline cannot be held civilly or criminally liable, unless it is proven that the person made a false report and acted with malice in doing so, or has been charged with or is suspected of committing the abuse or neglect.



When to call the Hotline?

Call when there is a reasonable belief that a person under the age of 18 is or has been the victim of abuse or neglect (as defined by A.R.S. § 8-201) by other than accidental means. **Reasonable belief does not require certainty.** Examples include:

- ◆ A child disclosing information indicating abuse or neglect.
- ◆ A child having unexplained [non-accidental] injuries or an explanation that is inconsistent with the injuries.
- ◆ Someone providing reliable information that leads to reasonable belief that a child has been abused or neglected.

Can callers remain anonymous?

State law requires all callers to identify themselves. Names are **NOT** revealed to the family under investigation. **CPS will keep a caller's identity confidential**, unless a court orders its release, it is needed by law enforcement for an investigation, or if it is necessary to provide for the immediate safety of a child. Hotline Specialists will document any concerns a caller may have about the disclosure of his/her identity.

Hotline calls are the community's first contact with Arizona Child Protective Services when there are concerns of abuse or neglect of a child.

Open 24 hours a day, 7 days a week, 365 days a year. The hotline **does not** close for holidays.

Toll free number is available. Call the hotline toll free by dialing 1-888-767-2445.

Language interpretation is available for over 100 dialects.

ImmEDIATE response is assigned to children who are in present danger.

Never off the clock as a Mandated Reporter. Call the Hotline as soon as possible to report abuse or neglect.

Expect to be informed if a CPS report will be generated.